US European Command

Request For Information (RFI) Management

A discussion on RFI management within the USEUCOM Collaborative Information Environment (CIE)

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Overview

- Requirements / Assumptions
- RFI…
  - Information Flow
  - Creation
  - Processing
  - Reporting/Integration

Requirements / Assumptions

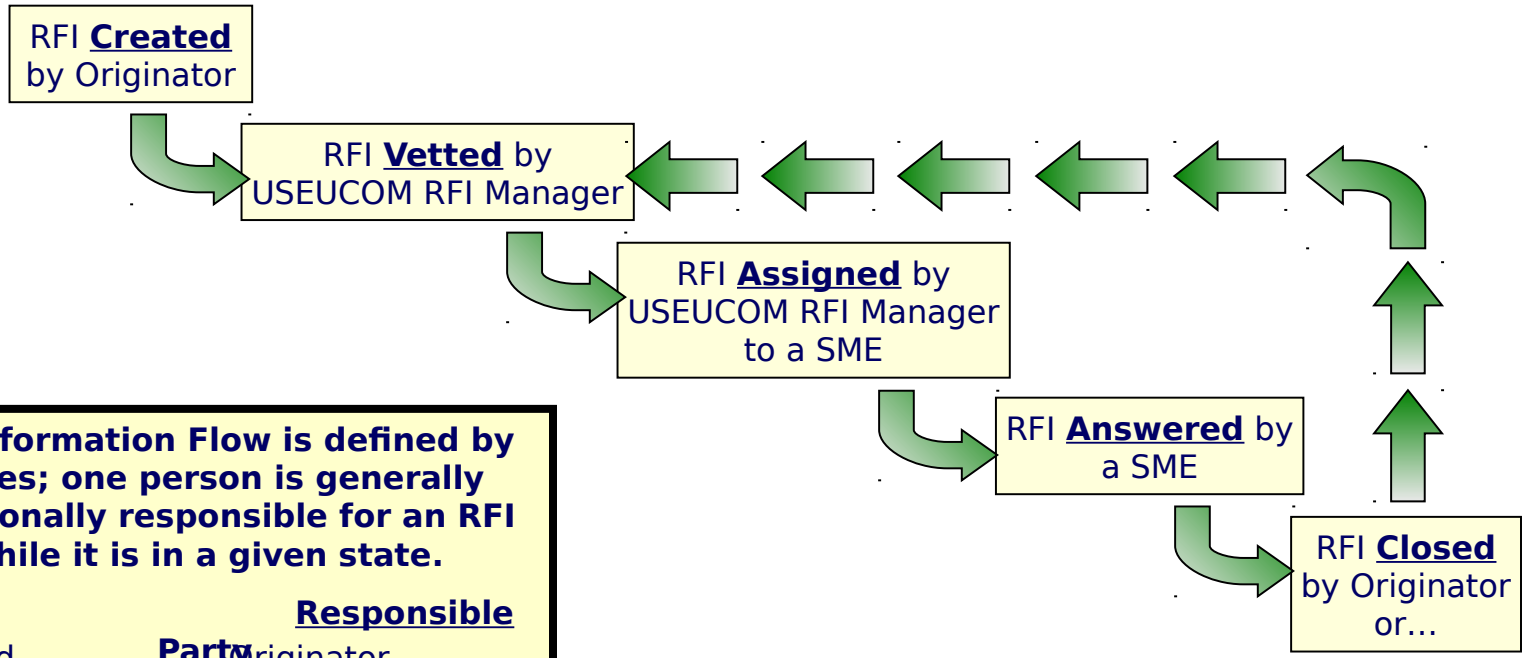
- Process must be completely ad hoc (make no assumptions regarding users' account status or client capabilities).
  - While an account is required for editing the RFI, one will not be required for notification.
  - Web-based application will reduce client requirements (BrightWork), email will be used for all notification.
  - Coordination with BrightWork vendor required for customization of workflow (in progress).

Requirements / Assumptions

- RFIs must be accessible, transferable, and extensible.
  - The RFI must be **accessible** programmatically to ensure capabilities for future integration with other applications.
  - It must be easy to **transfer** RFIs to other applications in the event that other commands need to work/archive them locally.
  - The template for an RFI must be **extensible**, changes to an RFI format or information requirements may change with each operation.

RFI Information Flow

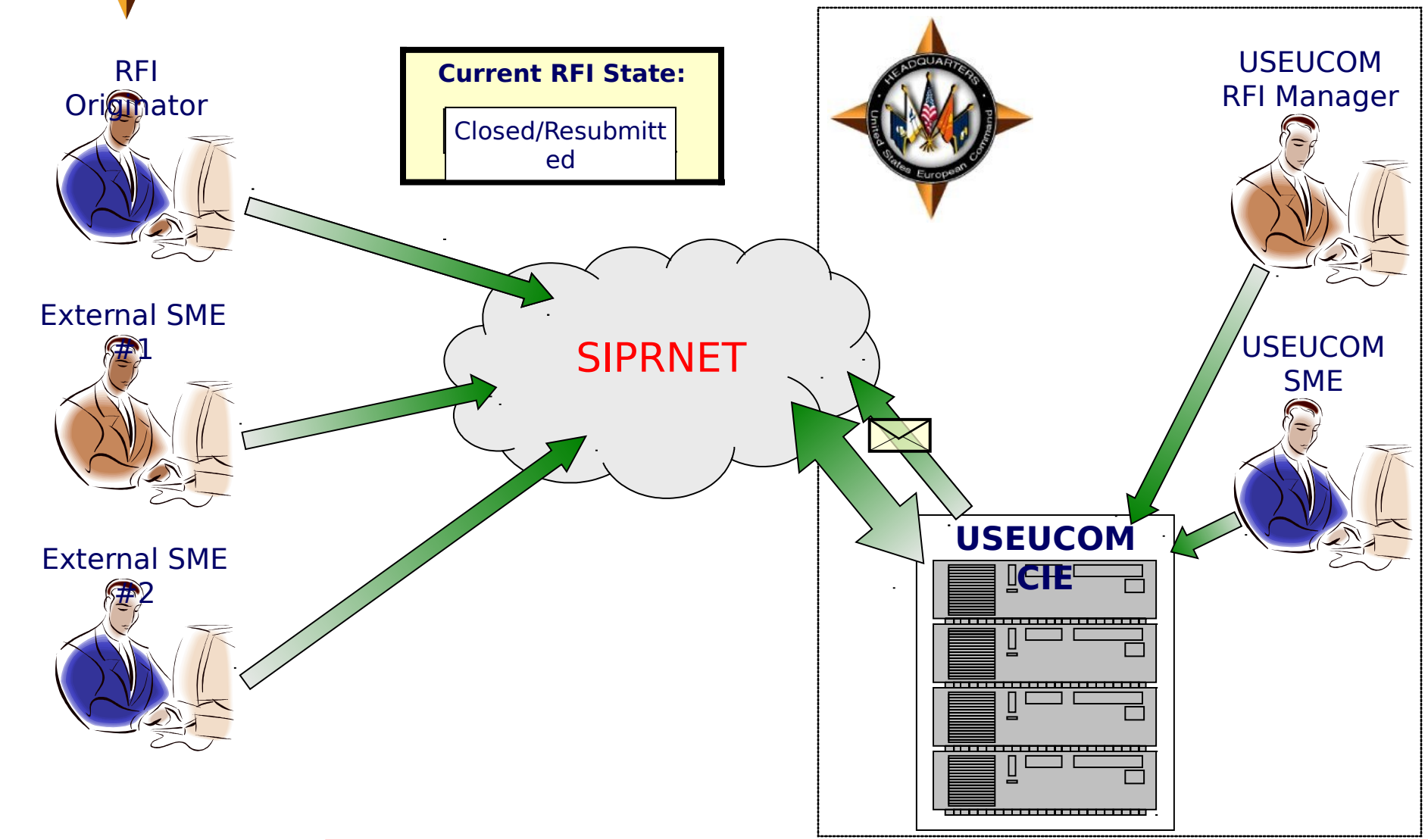
RFI Status and Management Responsibilities…



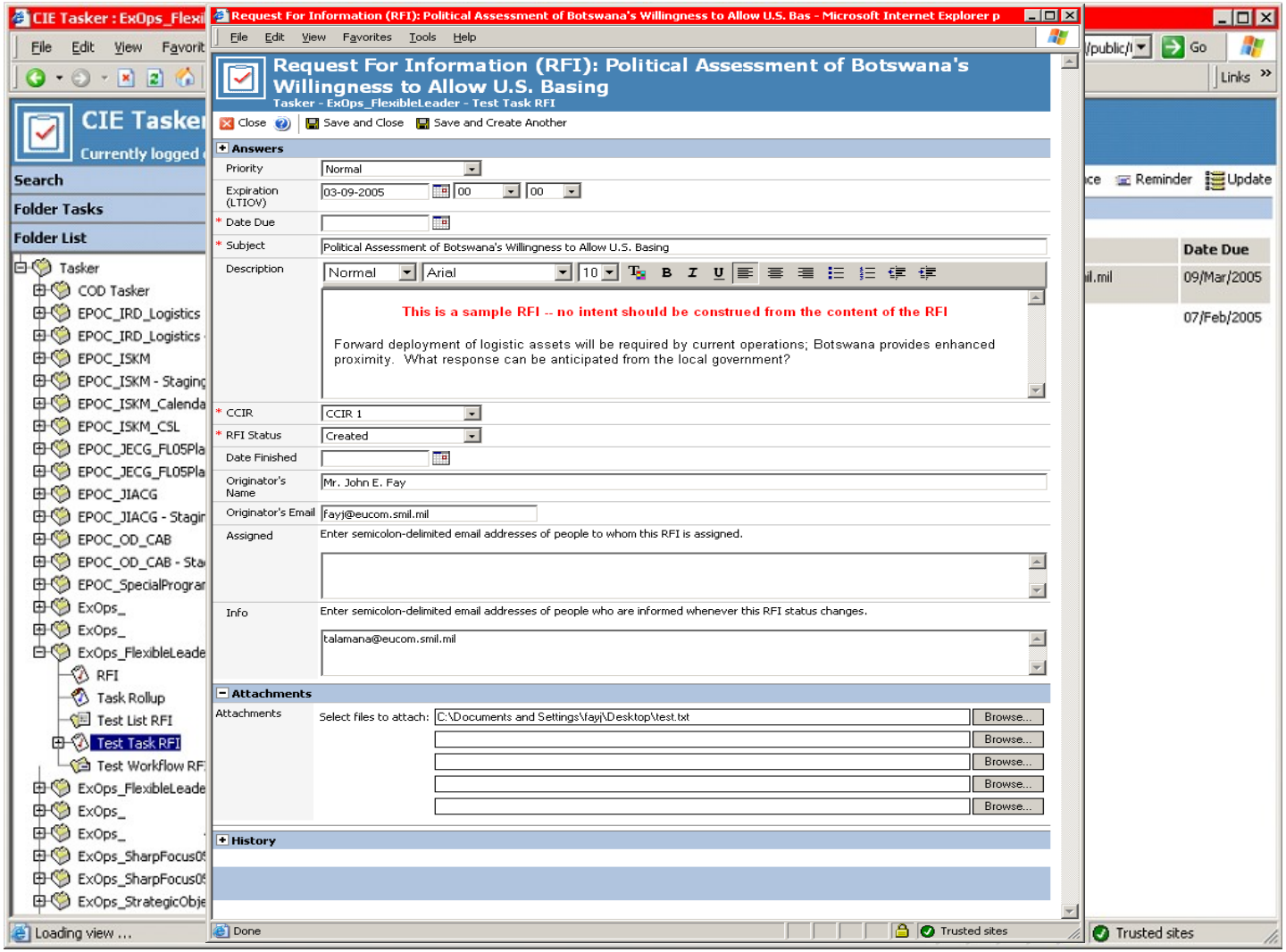
RFI Information Flow is defined by states; one person is generally functionally responsible for an RFI while it is in a given state.

State	Responsible Party
Created	Originator
Vetted	RFI Manager
Assigned	RFI Manager/SME
Answered	SME
Closed	Originator
Resubmitted	Originator

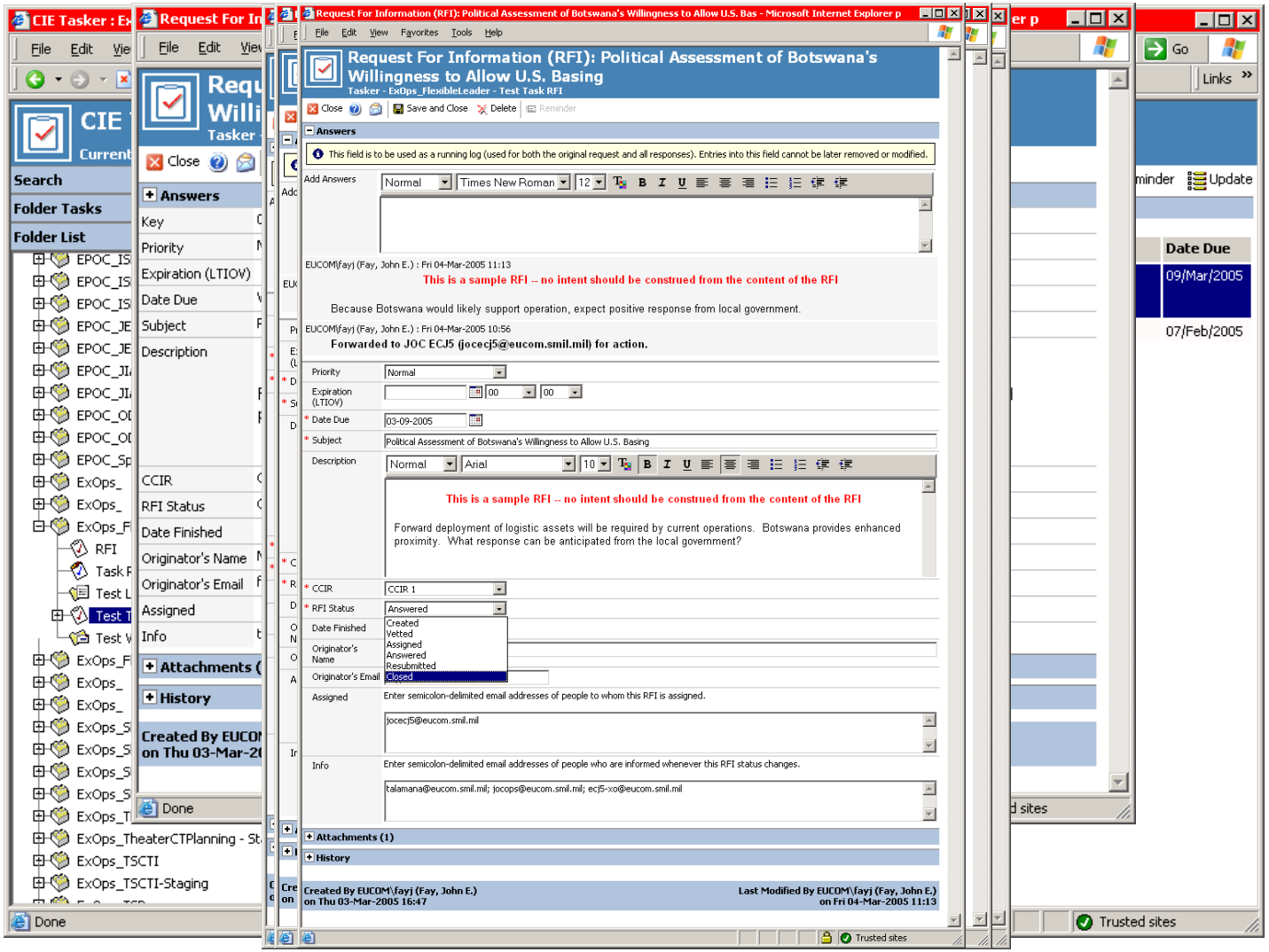
RFI Information Flow



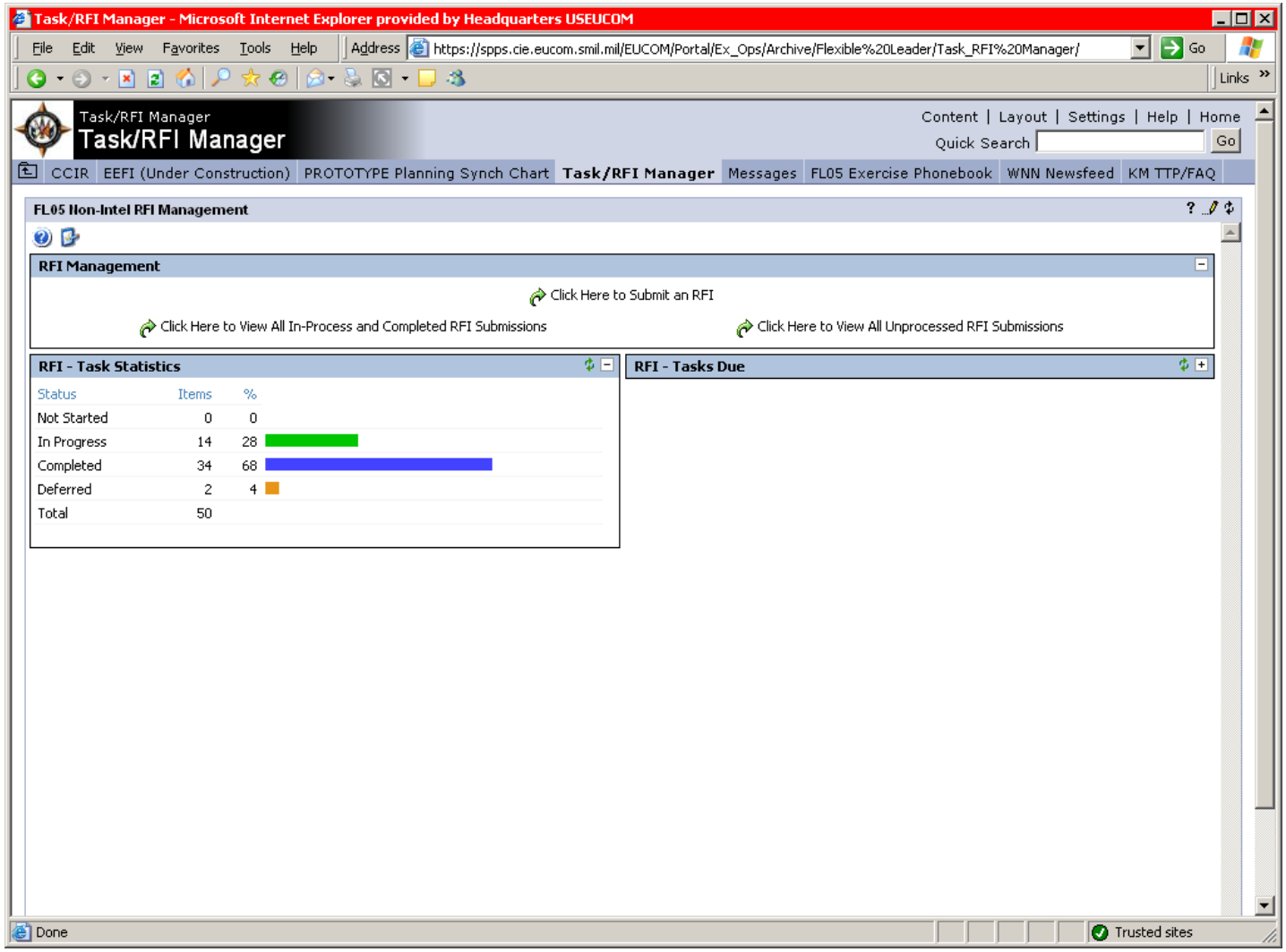
RFI Creation



RFI Processing



RFI Reporting/Integration



Questions?